GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:4181
ANSWERED ON:10.04.2003
BEHAVIOUR OF RAILWAY STAFF WITH PASSENGERS
T. GOVINDAN

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government have received any complaints of rude and misbehaviour of Railway staff to passengers during the last three years ;

(b) if so, the details thereof ; and

(c) the steps taken in this regard?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BANDARU DATTATRAYA)

(a) to (c): The complaints regarding the improper behaviour of Railway staff during the last three years are as under:

1999-2000	-	1605
2000-2001	-	1796
2001-2002	-	1748

The complaints received with respect to specific details are inquired into and the staff wherever found responsible is taken up under disciplinary rules/ administrative procedures. Training is also imparted to staff for improving their interpersonal skills so as to deal with passengers in a proper manner.